



## **RECEPTIONIST/ADMINISTRATIVE CLERK**

**INTRODUCTION:** This position is responsible for providing reception and clerical/office support for the administrative staff. The incumbent performs duties of moderate difficulty and complexity requiring knowledge and skill in customer service, telephone etiquette, correspondence formatting and records management.

**DUTIES:** (The following examples of duties are intended to be illustrative only and should not be viewed as all inclusive or restrictive)

1. Greets and screens personal and telephone callers; routes and/or takes messages; assists customers by inquiring courteously the purpose of their visit, handles or directs unfamiliar matters to appropriate staff/office.
2. Receives and logs-in mail, sorts and distributes; prepares outgoing mail on a daily basis, personally routes and delivers documents/correspondence if necessary.
3. Receives, logs-in and distributes incoming mail and prepares out-going mail on a daily basis; personally routes and delivers documents/correspondence, if necessary; and responds to requests for photocopies or faxing.
4. Types routine correspondence, reports, labels and tribal forms, i.e., timesheets, Travel Authorization, Travel Expense Claims, requisitions, etc., using a personal computer or typewriter; and ensures accuracy and completeness.
5. Maintains an automated records management system; purges or updates files; compiles, tabulates and retrieves various data for statistical or reporting purposes; monitors and replenishes office supplies when necessary.
6. Performs other duties as assigned or authorized by the supervisor to achieve office goals and objectives.

**COMPLEXITY:** The work consists of tasks that are clear cut and directly related. There is little or no choice to be made in deciding what needs to be done. Actions to be taken or responses to be made are readily discernible and the work is quickly mastered.

**SUPERVISION RECEIVED:** The incumbent is under supervision and line authority of the Director. The supervisor makes assignments with clear, detailed and specific instructions. The incumbent works as instructed and consults with the supervisor as needed on new or unfamiliar situations. The supervisor maintains control through review of the work, which may include checking progress or reviewing completed work for accuracy, adequacy and adherence to instructions and established procedures.

**PERSONAL CONTACTS:** Contacts are with other employees within/outside the immediate work area, supervisor, vendors and the general public. The purpose of these contacts is to exchange factual information, provide assistance and establish a network of resources.

**PHYSICAL EFFORT & ENVIRONMENTAL FACTORS:** The work of the incumbent is sedentary and performed in a standard office environment requiring normal safety precautions typical of office/meeting rooms and working around office machines/equipment. Travel on and off the reservation is limited.

**MINIMUM QUALIFICATIONS:**

1. Required Education, Training and Experience:

A. Education : High school diploma or G.E.D. certificate;

AND

B. Experience : Six (6) months general clerical work experience;

OR

C. Any equivalent combination of Education, Training and Experience, which demonstrates the ability to perform the duties of the position.

2. Required Knowledge, Skills, and Abilities:

A. Knowledge : Knowledge of basic clerical and office practices and procedures

Knowledge of computers and applicable software applications, i.e., word-processing, database, spreadsheets, etc

Knowledge of records management systems

B. Skills : Good verbal and written communication skills

Skill in preparing correspondence

Good skill in organizing work efficiently

C. Abilities : Ability to maintain confidentiality

Ability to work independently

Ability to establish and maintain positive & professional working relationships with others

**NECESSARY SPECIAL REQUIREMENT:**

1. Must possess a valid Arizona Driver's License and satisfactorily complete the Hopi Tribe's Defensive Driving course.

REVIEWED BY: \_\_\_\_\_  
Department/Office Hiring Authority Date

APPROVED BY: \_\_\_\_\_  
Personnel Director Date